

April, May, June

2nd Quarter, 2012

# CR301 Quarterly Newsletter

## Est. 2001-in Surprise

### 10 Years Volunteering For Surprise Crisis Response

Did you know we have a volunteer with Surprise Fire Crisis Response that has been with the program for 10 years? We sure do and here's some information about him. Paul Dillon has been with the Crisis Response program for 10 years. He began in June, 2002. Paul was a mentor for the medical response team at his job when he worked as a Mechanical Engineer, Supervisor and Manager for Hewlett Packard. Paul worked at Hewlett Packard for 37 years.

Paul heard about the CR program in Surprise when he was going to school at Glendale Community College to be an EMT. He inquired about Surprise Fire having a volunteer program for EMTs and was told there wasn't one however there was a CR program that he could volunteer for. Paul went for a ride along and then joined the team.

Paul enjoys the CR role. He believes that the CR team helps people to be in a better position to handle the immediate crisis they are experiencing and this is rewarding to him.

Paul has assisted in leadership positions within the CR program. He has been a Field Training Assistant for several years, assisting new CR volunteers out in the field. Paul was also the CR Maintenance Person with duties such as communicating and documenting maintenance needs for the CR van and other equipment. Paul designed the pull out storage bin on the CR van as well.

Paul has also assisted the Surprise Fire Dept with the Baby Shots clinic.

Paul is from Northern California and he did a lot of traveling for work, even going to Singapore. Paul is 70 years old and has



been married for 23 years. Paul has 1 son and 1 step daughter.

Paul's hobbies in his spare time are airplane modeling, gold prospecting, fishing, hunting, shooting sports and astronomy.

CR and The Surprise Fire Dept is very fortunate to have Paul volunteering and being a part of the team.

Thanks Paul from all of us at Surprise Fire for all of your years of service and all the great work that you do!

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#### Special points of interest:

- Paul Dillon'-10th Year of volunteering for CR301
- Important Dates and Events
- Pictures of CR301 throughout the years

### Important Events and Dates

#### April 3rd, 4th, 5th, 10th, 11th, 12th, 16th, 17th, and 18th-

Regional Training for new CR Volunteers at Glendale Public Safety Training Center-CR301 Hosting the Training

April 7th-Spring Eggstravaganza 9:30am-12noon-Kansas City Practice Fields-Surprise

#### April 8th-Easter Sunday

April 16th- 5:15pm-6:45pm-CR FTO/FTA meeting

April 18th-6pm-8pm-CR Mandatory Quarterly Meeting- Auditorium-Surprise Public Safety Bldg.

April 21st-8am-1pm- Be Green, Be Healthy Fair-Surprise Stadium



April 28th--April Pool's Day at the Surprise Aquatic Center-15831 N. Bullard Ave from 9am -12noon-**Volunteers Needed-contact Capt Renee Hamblin**

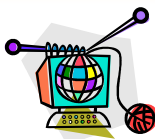
April 30th-1pm-2:30pm: Remembering When Grant Presentation at Sun City Grand-Cimarron Room

#### May 13th-Mother's Day

May 28th-Memorial's Day-City Offices Closed

June 30th-SAVE THE DATE-SFD Awards Ceremony

## Updating CR301's Website



As you all know, marketing is a very important tool in program development and success. Recruiting volunteers and informing the public about the CR program goes hand in hand.

This is done in various ways such as at Community Events in which CR participates, Brochures, Through word of mouth, Social Media via Facebook and Twitter, and other electronic avenues such as VolunteerMatch.org, and the City of Surprise Website.

CR's webpage was designed several years ago and has been key to attracting the interest of the public who are looking for an interesting and worthwhile volunteer role. However, changes to the look and function of the website can enhance a person's interest in the program and

draw more people.

I have proposed some changes for CR's webpage that I am excited to share with you. They are listed below:

- \* A banner with several CR volunteers



picture and bios. Also, an interested person will be able to click on the picture and hear the CR volunteer speak to them about why they volunteer with CR and what the program means to them.

- Surprise has districts in which CR responds to calls. Stats will be pro-

vided for each district with the number of customer service hours CR has provided for the year.

- Other ideas are to have the Remembering When Grant that CR was awarded in Dec. 2011 included on the webpage. This grant is to assist the many local older adult communities regarding fall and fire prevention.
- Providing information on how many hours donated by CR volunteers from 2006-2011 and how that equates to almost \$2 million dollars.

Keep your eye out for these changes!

## CR301 Birthdays!!

### April Birthdays:

April 8th– Rebecca Nelson

April 23rd–Gordon Birschbach

### May Birthdays:

May 11th– Don Nelson

May 14th– Rhea Christorhus

May 16th– Karen Stuart

May 18th– Ron Otwell

May 22nd– Cheryl Whelply

May 24th– Rudy Ramirez

May 25th– Wayne Zuvers

### June Birthdays:

June 2nd– Sylvia Ontiveros

June 4th– Laurie Harper

June 13th– Patti Nelson

**Without community service, we would not have a strong quality of life. It's important to the person who serves as well as the recipient. It's the way in which we ourselves grow and develop. ~Dr. Dorothy I. Height, president and CEO of the NCNW**



Here's a birthday cake for all of our CR volunteer birthday babies!

Don't worry, we'll have a real one at April's Quarterly Meeting.

## Welcome New CR301 Volunteers

Welcome to our new CR301 Volunteers!

We are so glad to have them on board.

Check out their bios on the board at the CR quarters and be sure to welcome them to the CR team!

\* Two New CR Volunteers attending Regional Training in April are: Laurie James and Rosemary Anderson (not pictured) feature on them next newsletter\*

Laurie Harper



Amanda Keenom



Gordon Birschbach



## Throughout The Years—Crisis Response ~est. 2001



## What was happening in 2001-The Year CR301 began?



### Cost of Living in 2001-

Gallon of gas: \$1.46

US Postage Stamp: 34 cents

Average Cost of new house: \$136,150

Dozen Eggs: 90 cents

**Events-**9/11-19 hijackers took control of four U.S. domestic commercial airlines

Enron files for chapter 11 bankruptcy protection

**Technology-** Apple computer releases the iPod

Hewlett Packard and Compaq Merge

Microsoft releases Windows XP

### **Popular Culture**

**Popular Films-**Harry Potter and the Philosopher's Stone, Shrek, Pearl Harbor, Training Day, Monster's Ball, Moulin Rouge, The Mummy Return

**Popular Musicians-** Janet Jackson, Destiny's Child, Eddy Grant, U2, Alicia Keyes, Jennifer Lopez, Aaliyah,

Aerosmith

**Popular Television-**Boston Public, CSI, Ed, Malcolm in the Middle, The District, Survivor, ER, Friends, Touched by an Angel, The Drew Carey Show, 7th Heaven, Everybody Loves Raymond, Judge Judy, Dharma & Greg, King of the Hill, That '70's Show, Will & Grace, Family Guy, The Sopranos, and The West Wing.

**YEAR OF 2001**

## CR301 Stats for 1st Quarter, 2012

CR 301 Volunteers filled a total of 154 shifts for the 1st quarter.

CR 301 Volunteers Customer Service Hours on Scene for the 1st quarter, 2012 was 129.78 hours.

CR 301 Volunteers donated a total of **4,024 hours** for the 1st quarter months of: Jan-Feb-March, 2012. The estimated value of volunteer time for 2011 is \$21.79 per hour. **Thus CR volunteers donated a total of \$87,682.96.**



**\*\* Correction\*\*** From last quarterly CR newsletter—The value of a volunteer time isn't \$21.86 as stated in the last quarterly newsletter. The correct value was \$21.36 for 2010 and is now \$21.79 an hour for 2011.



## SURPRISE FIRE CRISIS RESPONSE 301



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We're on the web

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NID=1385](http://www.surpriseaz.gov/index.aspx?NID=1385)



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## KUDDOS~KUDDOS~KUDDOS~KUDDOS~KUDDOS~KUDDOS~KUDDOS

**To Marie and Jack-**We, our family want to thank you so much for being at my daughter's home here in Surprise when my son passed away in her home on Christmas Eve morning. You gave us comfort when there was so much sorrow. Thank you again for your kindness and the good you bring to families. With deep appreciation, Judy S, son of James.

**Dear Marie and Jill,** You are and were great representatives of The Surprise Fire Department Crisis Response! Thank you for your compassion! Thank you for helping us to honor our loved one's memory!! On our beloved one's behalf, we thank you for your kindness, support, sincerity, and sympathy at such a time when it was deeply appreciated. May God continue to bless and keep you and your families! -Charleseela C.

**Dear Jill and Paul,** Thank you so much for helping me through the really rough first hours of my dad's death. I didn't even know how lost, overwhelmed and distraught I was. You really helped me figure things out. The condolence card you sent was an additional kindness. I'll never forget. - Denise C.

**Dear Paul, Patti and staff,** We would like to thank you for the care, concern and wealth of infor-

mation given during the passing of our dear mother. She died peacefully with the Lord. Again, we appreciate all of your work and devotion to your work. You helped to ease our loss. Thank you again for your sincere dedication. -Mary D, Jim, Cindy, Gerry, Kathy, Mike and Patricia.

**For Cheryl S and Rich**— Stephanie, last Tuesday CR301 responded to a CODE on one of our Fire Captain's Father in Glendale. My gratitude goes out to your CR crew that was fast thinking and so professional at the hospital. They called the CR Coordinator immediately upon discovering the patient was a Glendale Fire Dept. fire fighter's father. They spoke to me from the hospital to say they would stay on scene until I arrived. They had cold water ready to hand out to anyone in need of a drink. CR301 crew was visible but not in the way of the firefighters as they arrived to lend support to their "brother". They quickly gave me an update of what they knew and offered to stay to assist. My Incident Commander said they could go back in service and requested I relay his appreciation for their professionalism and support. Respectfully, Karla Houston-Glendale CR Senior Volunteer Coordinator.

What do you do when sitting at a red light or waiting in traffic? Eat, look up twitter and Facebook statuses, people watch OR look at the back of the vehicle in front of you and reading their vehicle stickers, license plates and license plate holders???? Many car dealerships place their company's information on the license plate holders as a form of advertising. It's a low cost form of marketing and people spend countless of hours in their cars in and out of traffic.

Other CR programs which have multiple vans and SPD Citizen's Patrol which have multiple cars are seen throughout the local communities. Although CR301 has one CR van we can make our presence known just as often in the community with this:



COMING SOON!



- Dear Crisis Volunteers, I would like to thank **Loretta and Wayne** who stayed with me and my family the night of the death of my husband, Mark. Our heartfelt appreciation goes to both of you. Instead of flowers at his Memorial we asked donations to be given to Surprise Crisis Team and to the explorer firefighter volunteers in MO where Mark's grandson is a volunteer firefighter. I did receive a check at the house which I am forwarding to you. Hopefully you received more donations because we did put Crisis Response's address on his Memorial announcement. Thank you so much again. I cannot tell you how much better we felt with your help. -Connie and Ashley H.

